

# ARE YOUR CREW MEMBERS STRUGGLING WITH PTSD-RELATED SYMPTOMS?

With VFIS's Homewood MFAP Program, VFIS will pick up the cost for any psychological or psychiatric care needed to deal with traumatic incidents, including possible costs from the Homewood Trauma Care Program up to the maximum listed under the VFIS Post-Traumatic Stress Disorder Benefit.

**IF YOUR FIREFIGHTER IS IN CRISIS ALERT - PLEASE DIAL 911**

## Does your firefighter's experience fit that of a traumatic incident?

- A traumatic incident is an abnormal experience outside the range of usual human experiences and includes but is not limited to:
  - + Line-of-duty death or serious injury to other Insured Persons
  - + A single incident having multiple casualties
  - + Death or serious injury of a child
  - + Involving victims known to the Insured Person

## Claims Form Process

1. If you have purchased VFIS Homewood MFAP Program, please have your firefighter call 1.800.663.1142 for immediate assistance.
2. Find out if your Provincial Workers' Compensation covers PTSD.
3. If it does not, have the VFIS Initial Claim Report completed in its entirety by the firefighter and signed by the fire chief. If the firefighter is unable, the fire chief can complete the form.
4. Have the firefighter's family physician complete the Attending Physician's Statement.
5. Have all above information scanned and emailed to [canada@vfis.com](mailto:canada@vfis.com) or faxed to **855.558.0014**.
6. If your firefighter meets the Traumatic Incident Definition, but you **did not purchase** VFIS's Homewood MFAP Program, have the firefighter seek their family physician's recommended psychological or psychiatric care specialist. The firefighter should then submit invoices for the costs of these services along with the claims forms mentioned above for reimbursement.



## PTSD Claims Service Guide

800.461.8347 | [vfiscanada.com](http://vfiscanada.com)

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